IP Office Release 6.1

FAQ

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IP Office 500 Hardware	
Question	**Answer**
What new hardware is in Release 6.1?	A new region specific SD (Secure Digital) card, Essential Edition – Norstar Version, which holds the licensing, system software and voice messaging – only available with the IP Office 500v2 exclusively in the Middle East Africa (MEA) region. When available, please refer to the Product Update or Product Description for further details.
Do the SD cards come with Essential Edition built in?	Yes. The SD card has built in Essential Edition voice messaging. 2 voice ports are included. Further ports can be purchased in increments of 2 up to 6 voice ports maximum.
Any change on hour's storage with Essential Edition?	No change – 15 hours of storage.
What is the other SD card slot for?	An optional SDHC specification card of 4GB or larger that is customer supplied. It can hold back-up for configurations, voice messaging and can also be used to upgrade the control unit, when software is available.
Which IP Office systems can I upgrade to R6.1?	IP Office 500v1, IP500v2, IP406v2 and IP412
Are the 4400 series phones still supported?	Yes – but only on the expansion modules DS16 and DS30.
What other phones are supported?	The heritage Nortel 1120E, 1140E, 1220, 1230 IP phones and associated Key Expansion Modules are now supported on IP Office R6.1. When available, please see the IP Office R6.1 Product Update for more details.
What capabilities will the 1100/1200 IP phones on IP Office R6.1 have?	The 1100/1200 IP phones are seen as SIP endpoints on IP Office. Functionality of these phones will include the following: Basic Call, Hold, Transfer (both attended/unattended), Caller ID, Message Waiting, multiple Call Appearance, SIP-based call forwarding, local programmable Busy Lamp Keys, basic CTI support, access to IP Office features through feature activation keys: call forward, call park/pickup, conferencing, music on hold, auto discovery and auto-provisioning with XML/TFTP/HTTP.

Is licensing required for the 1100/1200 IP phones to work on IP Office R6.1?	Yes, as with all Avaya IP phones, including the 1100 and 1200 Series IP phones, the Avaya IP Telephone Endpoint license is required. This license is available in single user (Material Code 229444), 5 user (Material Code 229445), and 20 user (Material Code 229447) increments.
Can I upgrade my Power Demo kit?	Yes. To upgrade existing Power Demo Kits, simply submit Appendix B of the IP Office Power Demo Product Update document found on Sales Portal > SME Sales View > IP Office Demonstration landing page. The revised IP Office Power Demo Product Update will be updated and posted in November 2011.
IP Office Essential Edition – Norstar Version	
Question	**Answer**
How does IP Office Essential Edition - Norstar Version work?	The new "Norstar Version" SD card allows is offered in the Middle East / Africa regions. The 14xx series digital sets and analog sets are supported in this release. Please note that the feature set and capacities are identical to that of the PARTNER Version.
How close to Norstar emulation do I get with this solution?	All the major features that are currently offered in the PARTNER Version will be supported including Key System functionality, audible and visual feedback, conference, hold and transfer. One difference is Voice Messaging that is supplied on the Norstar Version. The system includes Embedded Voicemail which uses the Essential Edition TUI (touch-tone user interface).
Do I get anything new?	Up to 16 analog CO lines, up to 20 SIP trunks, 64 party conferencing, account code entry, automatic daylight savings and more. When available, please refer to the Product Update for further details.
Which cards are supported on the IP Office 500v2 in Essential Edition – Norstar Version mode?	Combination Card ATM4, DS8, Phone 8 and maximum of 1 expansion unit (DS16 or Phone 16).
What is the maximum capacity?	• 48 stations • 16 analog Trunks (accomplished via 2 x Combination Card ATM4 and 2 x ATM4 daughter cards on supported based cards **OR** 1 x Combination Card ATM4 and 3 x ATM4 daughter cards on supported based cards)

	• 20 SIP trunks (requires the Combination Card for the VCM channels)
Which voice messaging platform can I use in Essential Edition - Norstar Version mode?	Essential Edition is included on the Norstar Version SD card. Note that it utilizes the Essential Edition TUI which is different from Norstar voicemail TUI.
Can I add more messaging ports to the Essential Edition - Norstar Version?	Yes. 2 voice ports are included for simultaneous access, and you can add ports in increments of 2 up to a maximum of 6 voice ports.
Which phones are supported by Essential Edition – Norstar® Version?	IP Office 1400 series and any analog device supported on the Combination Card, or Phone 8 or Phone 16 cards.
Which trunk interfaces are supported?	Analog and SIP trunks (SIP trunks require the Combination Card).
Can IP500v2 systems in Essential Edition - Norstar Version be networked?	No.
Can Essential Edition - Norstar Version be upgraded to full IP Office functionality (i.e. Essential Edition, Preferred Edition, or Advanced Edition)?	Yes. The Essential Edition – Norstar Version SD card would remain inside the IP500v2 chassis. Within Manager the administrator would 'Change Mode' of operation from Essential Edition – Norstar Version to Essential Edition. All licensing would remain valid. Upgrades to Preferred Edition and Advanced Edition are done through licensing following normal procedures.
R6.1 Enhancements	
Question	**Answer**
What's changed with Multi-Site Network Option?	Back up and distributed voice messaging is available with Preferred Edition. The functionality is the same as that made available with IP Office R6.0 Q3 Mtc. Release.
What is Back up Voice Messaging?	A 2nd PC server equipped with Preferred Edition messaging can be added anywhere as a back-up on the network in case the primary PC server should fail or loses network connectivity.
Is back-up real time?	All configurations and voice files are backed up when a change is made. Voice messages are sent over to the back-up system as soon as the message is left on the primary.
Do I need to purchase the Preferred Edition license for the back-up system?	Yes.
How does it work?	In system Manager, it is done by simply adding

	the IP address of the Back-up Preferred Edition messaging PC.
What is Distributed Voice Messaging?	Extra Preferred Edition PC's can be used in the Multi-Site Network at locations where they may have heavy voice mail usage.
How does it work?	Distributed Preferred Edition can be used at any location, to handle local Auto-Attendant, queue management, announcements etc. A primary Preferred Edition must be assigned as all voice messages, no matter where handled, will find its way back to the Primary.
What is the benefit of Distributed Preferred Edition?	Minimizes bandwidth requirements as calls can be dealt with at the local Preferred Edition messaging server.
Can Back-up and Distributed Preferred Editions be run on the same network?	Yes. Messages from the distributed Preferred Edition will always be left at the primary. If the primary is unavailable, messages will be left at the back-up Preferred Edition.
Does Distributed Preferred Edition require licensing?	Yes. Each Preferred Edition PC server will require the Preferred Edition license and any extra voice ports.
Were there any changes to IP Office Manager?	Yes. A single instance of IP Office Manager (only in a Multi-Site Option Network) can view, in aggregate, all Users, all Hunt Groups, User Rights, and Time Profiles. The IP Office Multi-Site Network continues to support 1000 users across 32 sites.
What other Avaya systems can IP Office R6.1 network with?	IP Office R6.1 can be networked with BCM R6.0, CS1000, and Avaya Aura. Interoperability is provided over SIP trunks using standard SIP trunk protocols. Features include Basic Call Completion, Handling of Busy Called Party, DTMF and Ring-Back Tone, Hold and Retrieve, Call Waiting Presentation, Called Number Display, Called Name Display, Abandoned Call, Call Redirection, Call Transfer, and Conferencing (3rd party and multi-party). Application Notes can be found on support.avaya.com > Documentation > Application & Technical Notes.
What applications are on the new single DVD?	The single DVD is used to install a Linux Operating System (CentOS 5.5), a Java Virtual Machine (Tomcat), Preferred Edition messaging and Avaya one-X® Portal Server onto a PC.

Is the single DVD for these applications backwards compatible?	No. In order to take advantage of the single DVD install for these applications IP Office R6.1 software must be running.
How is Avaya one-X® Portal for IP Office enhanced?	The user interface is completely customizable - you can change the workspace screen splits and the workspace "skin", allowing for different color themes and/or backgrounds. Additionally, users can drag and drop "gadgets" such as the directory or call log gadgets on the screen, providing greater flexibility and increased productivity.
Can users create their own or design their own gadgets?	No, not at this time.
How is Avaya Customer Call Reporter (CCR) enhanced?	Customer Call Reporter now provides new reports, including the Agent Time Card (which shows hours logged by Agent), and the Graphical Customer Demographics report, which provides "location-based business intelligence" for the small and medium enterprise. There are also new agent statistics, including cumulative talk time for inbound and outbound calls, average talk time for inbound and outbound calls, and agent productivity factor.
Licensing	
Question	**Answer**
What changes have you made to the Voice Compression Module (VCM) license?	Beginning with IP Office R6.0 and continued with R6.1 VCM *channel* licenses are no longer required. Every channel is enabled on the VCM32, 64 and 10 on the Combination Card. Instead, there is a new IP Endpoint license that is required for Avaya's IP hard phones to be used.
How does that affect SIP/IP trunking and Multi-Site Networks?	SIP and Multi-Site licensing remains the same. Remember, VCM *channel* licenses are no longer needed as all channels are enabled on the VCM32 and VCM64. But plan accordingly.
My older systems have VCM 32 and VCM 64 cards installed. When I upgrade to R6.1 what happens?	Upgrading to R6.1 enables every channel on the VCM32/64 cards. An automatic conversion takes place to provide IP Endpoint license at a ratio of 1 VCM license = 3 IP endpoint licenses
What happens if I have 8 VCM licenses enabled and 40 IP Endpoints?	IP endpoint licenses will need to be purchased to make up the difference, in this example 16 IP Endpoint licenses will need to be purchased (3x8=24 IP endpoint licenses)

Will the IP Phones operate without a license?	No. However, they will be able to make emergency calls.
Can I keep my existing Phone Manager Pro licenses?	Yes, they are unaffected by upgrading to R6.1
Software Upgrades	
Question	**Answer**
What is the cost of an IP Office software upgrade to R6.1 from previous releases?	For IP Office systems with up to and including 32 users, the upgrade license price is $99 NPL. For IP Office systems with 33 users and above, the upgrade license price is $199 NPL per system.
How does IP Office track the 32 users?	IP Office tracks the number of extensions every time a phone attempts to log in. For example, if the system was upgraded for 32 users and below, when the 33rd phone attempts to connect, the phone will show an error. Customers that have bought the below 32 license but configured with more than 32 extensions, will need to purchase the 33 users and above license.
When a new IP500v2 system is purchased, does the upgrade license need to be purchased in order to run IP Office Release 6.1?	No. New IP500v2 systems purchased with Release 6.1 do not require the upgrade license. Additionally, if you purchase the new IP Office 500v2 with Release 6.1, then you have a period of 90 days from initial use of the system to install the version of software that you wish to run. Thus, if another release of IP Office becomes available within 90 days, you can upgrade to that release without purchasing an upgrade license.
If an IP Office 500v1 is purchased does the upgrade license need to be purchased in order to run IP Office Release 6.1?	Yes Note: The 90 grace period described above is not applicable to the existing IP Office 500 v1, IP406v2, or IP412 systems; these systems will require the purchase of the upgrade license.
If Avaya releases another system release shortly after a new IP Office 500v2 is purchased with Release 6.1, can that system be upgraded to the new release in the 90 day window without an upgrade license?	Yes. If Avaya releases a new software release within 90 days of a system first being used, this new software release may be loaded and run on the new system within that 90-day window without requiring an upgrade license to the newer release. Note: The 90 day grace period is not applicable to existing IP Office 500v1, IP406v2, or IP412

	systems; these systems will require the purchase of the upgrade license.
How is it controlled – can't I just upload a new release of software to an IP Office?	A system can be upgraded but will 'look' for a license key after a short period of time. If a key is not present, the system will be unusable. In that event a license will need to be purchased to run Release 6.1 software.
Will Avaya charge for software maintenance releases (also known as service packs)?	No
Assuming that a customer has an existing IP Office at Release 5.0 with 20 users, and they wish to expand to 40 users and upgrade to the latest release (for example, assuming Release 7.0). What do they do?	If their current IP Office R5.0 hardware does ***NOT*** support Release 7.0 software, they will need to purchase an IP500v2 unit. In this case, an upgrade license is NOT required. If there current IP Office R5.0 hardware ***DOES*** support Release 7.0 software, they will need to purchase the above 32 user software upgrade license since they wish to support 40 users.
Can customers skip releases?	Yes, customers can skip releases as long as their IP Office hardware supports the desired release.